



REQUEST FOR PROPOSALS

INFORMATION TECHNOLOGY MANAGEMENT SERVICES

RELEASE DATE: April 5, 2017

RESPONSE DUE: April 26, 2017

GENERAL INFORMATION

The City of Covina is interested in contracting with an experienced professional information services firm to provide the City with information technology management services in the area of network analysis and technical support, systems support, computer operations support, PC desktop technical support, software integration support, and IT policy and procedure development. The required services and performance conditions are described in the Scope of Work.

BACKGROUND

The City of Covina is organized according to the City Council/City Manager form of government with seven departments, a Successor Agency, and approximately 160 full-time employees. The City is a cost-conscious provider of outstanding public services to its citizens and local businesses. Information technology consultants are currently centered in the Administration Department for long-term planning and coordination between departments.

The City's entire "hands-on" IT staffing (client help desk support, desktop technician support, network administration and security, system administration and security, applications development, applications maintenance, data base administration, and specific project development, implementation and support) is outsourced.

The City believes that the open competition for services and products provides the City with the best results for its public dollars. The City is interested in receiving responsive and competitive proposals from experienced and qualified firms to provide information technology management services; specifically, in the areas of desktop technician support, network analysis and administration, software support and computer operations. Following is a description of the technical environment, contractor staffing, qualifications, and performance expectations.

INSTRUCTIONS TO APPLYING FIRMS

A. Examination of Proposal Documents

By submitting a proposal, the prospective firm represents that it has thoroughly examined and become familiar with the services required under this RFP, and that it is capable of delivering quality services to the City in a creative, cost-effective & service-oriented manner.

B. Interested Parties List

To ensure that all interested parties receive all information related to this RFP, including, but not limited to, responses to questions, clarifications, and addenda, all interested parties may email their contact information to Angel Carrillo, Assistant to the City Manager, at acarrillo@covinaca.gov. Failure to email contact information does not

exclude a vendor from submitting a bid; however, it may result in a vendor not receiving critical information. The City is not responsible for information that is not received by vendors that do not email their contact information and request to be added to the Interested Parties List.

C. Questions/Clarifications

Please direct any questions regarding this RFP to Angel Carrillo, Assistant to the City Manager, via e-mail at acarrillo@covinaca.gov. Questions must be received by 5:30 p.m. on Thursday, April 13, 2017. All questions received prior to the deadline will be collected and responses will be posted to the City's website by Thursday, April 20, 2017.

D. Submission of Bid Proposals

All bid proposals shall be submitted to:

City of Covina
Office of the City Clerk
125 East College Street
Covina, CA 91723

Proposals must be delivered no later than **April 26, 2017 at 5:00 p.m.** All proposals received after that time will be returned to the submitter unopened.

The prospective firm shall submit the original (unbound) and five (5) bound copies of its bid proposal in a sealed envelope, addressed as noted above, bearing the firm's name and address and clearly marked:

"CITY OF COVINA RFP - INFORMATION TECHNOLOGY MANAGEMENT SERVICES"

E. Withdrawal of Proposals

A firm may withdraw its proposal at any time before the due date for submission of proposals as provided in the RFP by delivering a written request for withdrawal signed by, or on behalf of the prospective firm.

F. Rights of City of Covina

This RFP does not commit the City to enter into a Contract, nor does it obligate the City to pay for any costs incurred in preparation and submission of proposals or in anticipation of a contract.

The City reserves the right to:

- 1) Make the selection based on its sole discretion;

- 2) Reject any and all proposals without prejudice;
- 3) Issue subsequent Requests for Proposal;
- 4) Postpone opening for its own convenience;
- 5) Remedy technical errors in the Request of Proposal process;
- 6) Approve or disapprove the use of particular sub-contractors;
- 7) Negotiate with any, all, or none of the prospective firms;
- 8) Solicit best and final offers from all or some of the prospective firms;
- 9) Accept other than the lowest offer; and/or
- 10) Waive informalities and irregularities in the proposal process.

G. Contract Type

It is anticipated that a standard agreement contract will be signed subsequent to City Council review and approval of the recommended firm.

H. Collusion

By submitting a proposal, each prospective firm represents and warrants that; its proposal is genuine and not a sham or collusive or made in the interest of, or on behalf of any person not named therein; that the prospective firm has not directly, induced or solicited any other person to submit a sham proposal or any other person to refrain from submitting a proposal; and, that the prospective firm has not in any manner sought collusion to secure any improper advantage over any other person submitting a proposal.

CURRENT TECHNICAL ENVIRONMENT

The City of Covina's technical environment consists of eight (8) sites, thirty-four (34) servers, two hundred thirteen (213) workstations, as well as a number of network appliances, systems, and software applications. This section will cover the following:

1. Physical Network Layout.
2. Logical Network Layout.
3. Core Systems.
4. Servers and Network Applications.
5. Network Appliances.
6. Workstations.
7. Software and Desktop Applications.

1. Physical Network Layout

The City's network consists of eight sites: City Hall, Public Works Yard, Police Department, Parks and Recreation Department, Public Library, Senior Center, Cougar Park and Aquatics Facility. The core network and servers are all housed in City Hall and the Police Department. The Police Department and Public Library connect to City Hall over fiber optic cables. The Public Works Yard and Parks and Recreation connect to the City Hall over an MPLS connection. The Senior Center,

Aquatics Facility and Cougar Park connect to City Hall over a VPN connection. Additionally, the Police Department vehicles utilize a Verizon Private IP MPLS Transport Service that connects to the City's network over a T1 line.

At each site, all computers connect to the network over Ethernet. All cables are terminated at a central location and are connected to Hewlett Packard switches.

2. Logical Network Layout

The City's network is based on the campus model – consisting of core, distribution, and access layers. It is segmented into multiple networks, including:

- The management network contains the core and distribution switches, as well as various network appliances and network management tools.
- The iSCSI network, an isolated network, handles all the traffic between the SAN and VMware server hosts. It is set up on two redundant switches for multi-path and failover.
- The Police network consists of workstations and network devices in the Police Department. It also handles secure connections to: 1) the Los Angeles Sheriff's Data Network for access to secure law enforcement websites hosted by LASD and the Department of Justice; 2) Private IP MPLS Transport service that allows Police vehicles to access network resources over the Verizon network.
- The Public Works Yard Network consists of the computers and network devices at the Public Works Yard, which connects to the City Hall network over a MPLS network.
- The Parks and Recreation Network consists of all workstations and network devices at Parks and Recreation, Senior Center, Cougar Park, Aquatics Facility and the Public Library.

Core Systems

The core system of the network is made up of a 4 Dell Equallogic iSCSI SAN and a cluster of four Dell Poweredge servers running VMWare vSphere Enterprise 5.5. This system runs all of the City's servers – approximately 34 virtual servers – and is managed through vCenter. This system utilizes High Availability and vMotion technologies, as well as a number of other features.

3. Servers and Network Applications

The City utilizes approximately 34 servers to meet its needs for network management, security, specialized applications, databases, messaging, and storage. These include:

- Active Directory/DNS Management
- File Management
- Print Management
- Windows Software Updates Services
- Microsoft Active Directory Federation Services
- Microsoft Exchange 2013
- Microsoft SQL Server 2008/2016

- Microsoft IIS Server 7/8
- Kaspersky Antivirus Security Center
- Laserfiche Document Management
- Tyler MUNIS
- Spillman CAD/RMS/JMS
- L3 Digital Evidence Pro 2006
- Netmotion Mobility
- Veripic Evidence Manager
- PIPS LPR
- 2FA
- Envisionware PC Reservation
- Class Software for Recreation

4. Network Appliances

A number of network appliances perform key functions on the City's network. These appliances include:

- Hewlett Packard Network Switches
- Fortinet Fortigate Firewall
- Barracuda Spam Firewall
- Fortinet LAN Access Points
- Ruckus LAN Controller/Access Points

5. Workstations

The City has approximately 213 workstations across all sites. A breakdown is as follows:

- City Hall: 65 workstations
- Police Department: 55 workstations and 24 vehicle-mounted data computers (MDCs)
- Public Works Yard: 16 workstations
- Recreation Park: 13 workstations
- Senior Center: 4 workstations
- Public Library: 60 workstations

6. Software and Desktop Applications

City workstations utilize a standard software suite, as well as specialized applications. The standard workstation has the following configuration:

- Windows 7/10
- Microsoft Office 2010/2016
- Kaspersky Antivirus
- Adobe Acrobat Reader/Standard/Professional

In addition to the standard software suite, individual departments utilize specialized software:

- Finance uses Tyler Technologies' MUNIS Financial Solutions
- Public Works
- Parks and Recreation uses Active Network Class software to manage recreation activities
- The Police Department uses Spillman CAD/RMS/JMS, L3 Video, Veripic Evidence Manager for dispatch, records management, and patrol.

7. Current Projects

The following major IT projects are currently underway:

- Public Library CNEC 1 GB Internet Circuit
- Verizon Network Private IP MPLS Transport Service Upgrade

SCOPE OF SERVICES

A. CITY TO PROVIDE

1. The City will provide training in regard to the City's office, procurement, policies, and behavior standards.
2. The City is responsible for purchasing new equipment and planned replacements.

2. FIRM TO PROVIDE

The Firm should provide adequate backup staffing resources to address major & immediate problems, staffing irregularities, and planned significant upgrades. The Firm should have advanced level technical resources, or consultants, available to guide and support the on-site technicians & relevant city staff when complex and significant problems arise.

3. MINIMUM PERFORMANCE EXPECTATIONS

The Firm - General

The Firm is expected to:

- Provide timely, professional and effective services, work harmoniously with City staff and other city contractors, conduct regular status and information meetings, provide regular and timely reports on outstanding issues, work accomplished, and general network health, and make recommendations on improving City processes.
- Provide enforcement of all City policies relating to the use of information technology resources.

Desktop Support

Desktop Support Technicians are expected to resolve Client/caller generated trouble calls in a professional and efficient manner. Additionally they will work on special project/task assignments as necessary: to setup and configure new PCs; to maintain current version levels of desktop software; to install, upgrade or troubleshoot software; to conduct hardware and software inventories; to do minor hardware installations and modifications on existing PCs and other related tasks.

- Desktop Support Technicians will provide desktop support for all problems and project calls to diagnose, upgrade, install, fix, adjust, and general problem resolution during the hours of 7:00 am to 6:00 pm Monday through Thursday.
- Desktop Support Technicians will respond (call acknowledging assignment of call) to Client/caller, resolution/diagnosis according to prioritization.
- Desktop Support Technician will make appointment with Client/caller to address the Client/caller support needs at a mutually agreed upon time.
- Desktop Support Technician will call Client/Caller if appointment cannot be kept or will be delayed.
- Client/Caller will be apprised of problem status during the entire problem resolution cycle in a timely manner, by the end of the activity service day.
- Desktop Support Technicians will give Client opportunity to test system while they are present once problem is resolved if at all possible. For long-term problems, Client to be notified weekly of progress until resolved/closed.
- Desktop Support Technicians will document all actions taken on each call into the tracking system before they leave for the day, on the day that the activity took place whether the call is complete or not.
- The Firm's staff is expected to provide their own transportation between City sites during their support activities.

Computer Operations

The City's servers are expected to function 24 hours per day with very minimal unplanned service interruptions occurring between 7:00 am and 6:00 pm. Execution of scheduled batch runs and processes include:

- Review of all process logs for normal execution and performance.
- Preparation of reports and outputs for distribution on next regular work day.
- Review of security logs and for unusual activity.
- Performing backups, backup rotations and restores of all systems, servers, network equipment.
- Maintaining filing, organizing, storing, status reporting on all operation and network activity records and reports.
- Monitoring and reporting status of servers (disk allocations, etc.).
- Monitoring and reporting on status of network.
- Logging activity event entries into Operations Activity Log.

- Cleaning and organizing Computer Room.
- Checking on versions of software that require updates.
- Maintaining process and operational documentation for Operations and Network Groups.
- Maintaining inventory of supplies.
- Keeping and maintaining records on hardware assets: PCs, Servers, Network equipment, etc., Acquisition date, Warranty date, maintenance agreement location, maintenance and repair contact number.
- Keeping and maintaining records on software assets: PCs, Servers, Databases, Applications, OS, etc.
- Preparing and maintaining a Disruption Plan.

Network and Systems Support

The Network and Systems Support function is expected to provide all the necessary network and system technical expertise to the City to have its systems and network operate efficiently and effectively. Network and Systems staff hours are normally 7:00 am to 6:00 pm Monday through Thursday. However, they are expected to work after hours and weekends as necessary to resolve problems, install updates, and perform testing so as not to impact normal production activities of the City. The Network and Systems Support activities are expected to be the standard activities for a similar-sized City IT operation. They are generally described as follows:

- Network is defined to include all City switches, hubs, routers, bridges, repeaters, firewalls, servers, etc.
- Maintenance and installation of network cabling outside of the computer room is **NOT** part of this proposal.
- Network and network device performance monitoring, diagnostics, and tuning.
- Network and network device configuration and version updates to keep within two versions of current.
- Network and network device configuration management and record keeping.
- Network, network device and server capacity monitoring and planning.
- Network, network device and systems security administration and record keeping consistent with City policies.
- Firewall monitoring for intrusion attempts, attacks, viruses, etc.
- Firewall configuration and version updates.
- Server OS configuration and version updates to keep within two versions of current.
- Network intrusion and Virus software management (keeping current updates and versions).
- Coordination and cooperation with other City service providers.

Communication and Analysis

The Firm is expected to have an effective communication rapport with the City, providing valuable, accurate information in a timely manner. Proficient writing skills are essential, and firm's analysis should be thorough.

PROPOSED TERM OF CONTRACT

The proposed term of the contract is **three years, with options for two one-year extensions at the City's discretion.**

SCHEDULE FOR SELECTION

RFP available:	April 5, 2017
Deadline for submittal of questions:	April 13, 2017
Staff response to questions:	April 20, 2017
Deadline for submittal of Proposal:	April 26, 2017
Interviews (Date to be determined)	May 2017
Agreement presented to Council for review & award:	June 2017

PROPOSER QUALIFICATIONS

1. The City requires proposals submitted by primary firms only. The prime firm will have completed and exclusive responsibility for satisfying all City conditions and requirements at all times during the life of the agreement. Any subcontractors mentioned in the RFP and/or used in the implementation of the Agreement will have no formal relationship with the City.
2. All proposed subcontractors must be identified by name with a description of the work they will provide. Any subcontractors change proposed after the submittal date can only be made with prior approval of the City.
3. Prime firm must be responsible for at least half the annual value of the proposed work consistent with the scope of work as noted in the proposal.
4. Prime firm must have experience in providing similar work in at least two similar organizations.
5. Close cooperation and productive working relationships between all parties are essential to the City. If there are irresolvable difficulties in the relationships between parties that impact service delivery to the City, either or both parties' contract will be terminated.

METHOD OF SELECTION AND NOTICES

A review team appointed by the City Manager will evaluate the information provided in the submitted proposals using the following criteria as a guideline:

- Completeness and Comprehensiveness.

- Responsiveness to City's issues.
- Potential to benefit the City.
- Innovative approach.
- Cost effectiveness.
- Quality of proposed staff.

INFORMATION TO BE SUBMITTED

Prospective Firms must submit one unbound and five complete bound copies of their proposal.

Include Chapter 1 with a *Proposal Summary*:

This Chapter shall discuss the highlights, key features, and distinguishing points of the Proposal. A separate sheet shall include all the contact people on the Proposal and how to communicate with them. Limit this Chapter to a total of to **three pages** including the separate sheet with contact personnel.

Include Chapter 2 on *Profile of the Proposing Firm(s)*:

This Chapter shall include a brief description of the Firm's size as well as the proposed local organizational structure. Specifically, the City is interested in the potential for a long-term service relationship that would include financial stability. Include a discussion on the Firm's financial stability, capacity, and resources. If applicable, include all other firms participating in this Proposal, including similar information about the firm/subcontractors.

Additionally, this section shall include a listing of any lawsuit and/or subcontractors litigation and the result of that action resulting from (a) any public project undertaken by the Firm or by its subcontractors where litigation is still pending or has occurred within the last five years or (b) any type of project where claims or settlements were paid by the Firm or its insurers within the last five years.

Include Chapter 3 on *Qualifications of the Firm*:

This Chapter shall include a brief description of the Firm's and sub-contractor's qualifications and previous experience on similar or related projects. Provide a description of pertinent project experience with other public municipalities (maximum of four) and private sector (maximum of two) that includes a summary of the work performed, the total project cost, the percentage of work the Firm was responsible for, the period over which the work was completed, and the name, title, and phone number of clients to be contacted for references. Give a brief statement of the Firm's adherence to the schedule and budget for each project.

Include Chapter 4 on *Work Plan*:

In this Chapter, present a well-conceived service plan. This section of the proposal shall establish that the Firms understanding of the City's objectives and work requirements and the

Firm's ability to satisfy those objectives and requirements. Describe the proposed approach for addressing the required service, outlining the approach that would be undertaken in providing the requested services. Include a timetable for transition to full operation. Describe related service experience by both the Firm and any subcontractors in similar work. Please describe the role, extent of services (number of people used or saved, engagement duration, and contract value). Provide standard written operating procedures that cover the normal industry standard activities for Desktop Technicians, Network Administration and Security, Computer Operations and any other activities proposed by the Firm.

Include Chapter 5 on *Project Staffing*:

In this Chapter, discuss how the Firm would propose to staff this project. Firm's key project team members shall be identified by name, specific responsibilities on the project and their qualifications. An organizational chart for the project team and resumes for key Firm's personnel shall be included. Key Firm personnel will be an important factor considered by the Review Team or Committee. **There can be no change of key personnel once the proposal is submitted, without prior approval of City.**

Include Chapter 6 on *Proposed Innovations*:

The Firm may also suggest technical or procedural innovations that have been used successfully on other engagements and that may provide the City with better service delivery. In this Chapter discuss any ideas, innovative approaches, or specific new concepts included in the Proposal that would provide benefit to the City's assessment of the Proposal. Focus primarily on cost-saving or efficiency-enhancing innovations. Include any performance-measuring matrix proposals as well.

Include Chapter 7 on *Proposal Costs Sheet and Rates*:

In this Chapter include the proposed costs to provide the services desired. Include any other cost and price information that would be contained in a potential agreement with the City.

In addition, include the costs for extra after-hours services or any other services that are considered optional additions.

APPENDIX A
SUMMARY SHEET

Firm Name: _____

Firm Parent or Ownership: _____

Firm Address: _____

Firm Telephone Number: _____

Firm Fax Number: _____

Number of years in existence: _____

Management person responsible for direct contact with the City and services required for this Request for Proposal (RFP):

Name: _____ Title: _____

Telephone Number: _____ Fax: _____

Email: _____

Person responsible for day-to-day servicing of the account:

Name: _____ Title: _____

Telephone Number: _____ Fax: _____

Email: _____

Types of services provided by the firm: _____
